

SANCHAR NIGAM EXECUTIVES' ASSOCIATION

(Recognized Executives' Association)
KARNATAKA CIRCLE, BANGALORE.



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No. SNEA/Corrs /22-23/

Dated: 16th December 2022

To,
The Chief General Manager Telecom,
Karnataka Circle, Bangalore.

Sub: Issues related to non performance of M/s Pratap Terlecrats Pvt Ltd, BSNL OFC outsourced Vendor reg.

Respected Sir,

It is to bring to your kind notice that as BSNL CO outsourced 50056 Kms OFC cable of Karnataka Circle for maintenance and issued Advance work order to **M/s Telecrats India Private limited** without any preliminary discussion with concerned circle and field units requirements.

It is learnt that this tender for outsourcing drafted by BSNL with pure interest of **NOFN cable and Keeping GPs** in view but not in consideration of **BSNL network and services working in the same cable**.

It was requested to CGM Karnataka that before handing over of our **very much established and good maintained BSNL cable of Karnataka** to outsourced Vendor **M/s Telecrats India Private limited** queries which were raised by the field units (earlier letter enclosed) , which may be taken into account and after ensuring the compliance from the vendor and clarifications from BSNL CO, then only especially BSNL cable may be handed over to the outsourced agency **M/s Telecrats India Private Limited** but unfortunately it did not take place.

Most of the OFC routes are handed over to **M/s Telecrats India Private limited**, the said vendor in turn given sub contract to the various subcontractors like local Cable TV operators , FTTH franchise etc who are unprofessional in handling our BSNL core Transmission Network. These arrangements worked only for few days, once the sub contractors did not get the payment for their contractual work from the vendor **M/s Telecrats India Private limited** all sub contractors had stopped the work. During their working period also no standards maintained, higher size cables were attended by putting low count 4F/6F cables, no proper jointing kits provided, joints were kept hanging or buried unscientifically, all these non standardized work by unprofessional sub contractors of **M/s Telecrats India Private limited** have damaged our existing BSNL well maintained network and made it beyond repair situation. It is affecting all services and creating dissatisfaction in FTTH TIP Vendors / FTTH / EB customers etc .

Now all the subcontractors of **M/s Telecrats India Private limited** have stopped the OFC maintenance works in almost all the BAs.

Pathetic situation is that the privilege of having control over the Vendor by field units for non performance of the vendor and levying of penalties was withdrawn and the invoices are getting passed centrally at circle level. This will definitely snatches the rights and control of field units over the vendor and unable to extract work from the vendor. This is the blunder arrangements of the BSNL management which will definitely affect the services and **vendor will not bother for field units' instructions/ requirements.**

Though the OFC network is backbone for all BSNL services, no serious and honest concern being given by BSNL Management to retain and safe guard the OFC network.

In the name of outsourcing OFC network and giving work order to **M/s Telecrats India Private limited**, BSNL Management has withdrawn all Vehicles, HKLs and other resources meant for OFC maintenance to field units. After stopping the work by Vendor **M/s Telecrats India Private limited**, how to maintain the OFC network is a **big question mark to all our field units.**

Management one side withdrawing all the resources in the name of outsourcing and other side not having any alternative mechanism in the failure of outsourcing model or when vendor breaches contractual agreement. Management simply putting pressure on our field executive to restore EB circuit, FTTH, BTS, OLTEs, BBNL OLTEs, and also giving unrealistic targets to achieve in the absence of required resources and proper functioning of outsourcing model.

SNEA Karnataka would like to request your kindness that, BSNL CO New Delhi should be informed about the non performance of the Vendor **M/s Telecrats India Private limited** and contract of OFC network of BSNL cable with **M/s Telecrats India Private limited may kindly be recommended for immediate termination.**

As an alternate mechanism, it is to suggest that for maintaining the OFC network with HKLs is very much effective, will be under the control of BSNL and very much cost effective. This mechanism should be restored back immediately along with support of required vehicles and store, will definitely helps to improve the service, retain network assets in good condition with our own field units who own the ownership and ultimately reduces the expenditure to BSNL.

It is humble request from SNEA Karnataka to your kindness that before collapse of very good established network of BSNL by unprofessional vendor / sub contractors, **earlier mechanism of maintaining OFC network through contract HKLs in Karnataka may be restored immediately in the best interest of the BSNL Karnataka please.**

Thanking you.

Yours faithfully



S P Jagadale
CS SNEA Ktk

Copy to: The GS SNEA CHQ for kind intervention at BSNL CO New Delhi to avoid Further damage to OFC network.pl.

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No. SNEA/Corrs /22-23/

Dated: 5th July 2022

To,
The Chief General Manager Telecom,
Karnataka Circle, Bangalore.

Sub: Issues related to Outsourcing of OFC cable maintenance reg.

Respected Sir,

It is to bring to your kind notice that as BSNL CO outsourced 50056 Kms OFC cable for maintenance and already issued Advance work order to **M/s Telecrats India Private limited** without any preliminary discussion with concerned circle and field units requirements.

It is learnt that this tender for outsourcing drafted by BBNL with pure interest of **NOFN cable and Keeping GPs** in view but not in consideration of **BSNL network and services working in the same cable**.

It is request to your kindself that before handing over of our **very much established and good maintained BSNL cable of Karnataka** following queries are being raised by the field units, which may be taken into account and after ensuring the compliance from the vendor and clarifications from BSNL CO then only especially BSNL cable may be handed over to the outsourced agency M/s Telecrats India Private Limitd.

1. Approved copy of the tender document and Signed agreement with vendor is to be circulated.
2. The existing SLA based tender is designed with SLA clause applicable only to BBNL services but not for the BSNL associated services which will be through the same cable.
3. Penalty clauses and action for not restoring the BSNL services in the common cable is to be mentioned.
4. There are no proper guidelines to make over our BSNL cable to vendor and takeover of BBNL assets.
5. Mechanism for arriving SLA penalties is not decided which leads to dispute in future.
6. Automatic Monitoring system for evaluating the performance of the vendor is not yet decided.
7. What is the alternate mechanism in case of vendor fails to maintain the SLA and fails to restore the BSNL and BBNL services.
8. Any patrolling mechanism introduced.
9. Mechanism to monitor the quality of work done by the vendor like, splicing of all fibres irrespective of only working fibers, splice loss, OTDR records, use of standard splicing materials like joint closures, joint chambers, Joint Indicators, route Indicators, maintain Route Index diagram, recording of joints GIS location etc.
10. What is the action to be taken on vendor if the vendor not supplying standard materials and maintain the standard procedures.
11. What are the arrangements for replacing **ONT/ Splitters/ power adaptor** etc in case of faulty.

12. AMC of existing NOFN OLTEs.
13. What is the mechanism for maintain the part of the OFC network which is purely serving for BSNL services which is beyond the junction point of BBNL and BSNL.
14. What is the mechanism for maintain OFC network which is purely serving for only BSNL services.
15. As already some SSAs have already started SLA based OFC outsourcing like Belgaum / BGTD/ Kolar SSA which has given only for Rs 590 per km per month (Belgaum SSA), whether these will continue or to be terminated.
16. In case existing SLA based OFC outsourcing to be terminated then it will be great loss to BSNL as the new vendor is charging Rs 1325 /km/month.
17. For the replacement of the faulty cable also too high rate 15 times the annual rate of maintenance per km per annum which can be done by BSNL still at low rates.
18. OFC network is sensible it is better to give first BBNL network and see the performance for atleast 6 month, if it is good then handover BSNL network so that the damage due poor performance can be avoided to BSNL network.

It is humble request from SNEA Karnataka to your kindself that before handing over very good established network of BSNL to unknown vendor **all the field units feedback may kindly be taken and incorporated in the detailed work order of BSNL Karnataka in the best interest of the BSNL Karnataka please.**

Thanking you.

Copy to : The GS SNEA CHQ for kind information and intervention with BSNLCO.



Yours faithfully
S P Jagadale,CS SNEA Ktk